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Atty Docket No. 020366-043100

PTO FAX NO.: (703) 872-9306  
ATTENTION: Examiner Cong Lac T. Huynh  
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**OFFICIAL** Group Art Unit 2178

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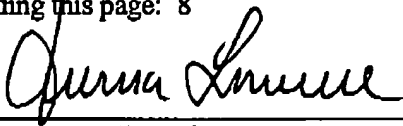
I hereby certify that the following document(s) in re Application of Russ L. Albert, et al., Application No. 09/001,643, filed December 31, 1997 for INTERNET-BASED DATABASE REPORT WRITER AND CUSTOMER DATA MANAGEMENT SYSTEM is being facsimile transmitted to the Patent and Trademark Office on the date shown below.

Document(s) Attached

1. Transmittal Form ( 1 page)
2. Amendment (6 pages)

Number of pages being transmitted, including this page: 8

Dated: April 20, 2004

  
Aurora Lowell, Assistant to  
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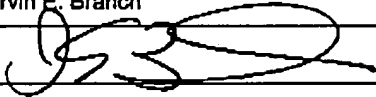
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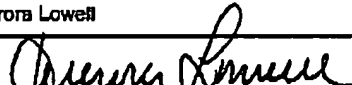
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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>		Application Number	09/001,643
		Filing Date	December 31, 1997
		First Named Inventor	Albert, Russ L.
		Art Unit	2178
		Examiner Name	Cong Lac T. Huynh
Total Number of Pages in This Submission	1	Attorney Docket Number	020366-043100

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.63	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s)	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Return Postcard
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Firm or Individual	Townsend and Townsend and Crew LLP Irvin E. Branch Reg. No. 42,358
Signature	
Date	April 20, 2004

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PATENT  
Attorney Docket N. : 020366-043100

TOWNSEND and TOWNSEND and CREW LLP

By: Aurora Lowell  
Aurora Lowell

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Russ L. Albert, et al.

Application No.: 09/001,643

Filed: December 31, 1997

For: INTERNET-BASED DATABASE  
REPORT WRITER AND CUSTOMER  
DATA MANAGEMENT SYSTEM

Customer No.: 20350

Confirmation No. 6919

Examiner: Cong Lac T. Huynh

Technology Center/Art Unit: 2178

AMENDMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed January 20, 2004, please enter the  
following remarks.

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.